

## **Chatsworth Medi@rt Academy Pte Ltd**

### **Grievance Handling Procedure**

#### ***Introduction***

Although we seek to provide a workplace in which all employees feel that they are an important part of MAD School, and where employees feel fairly treated, there may be times when you have a dispute with a coworker, supervisor or MAD School which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee and MAD School are to be resolved by in accordance with the following procedure. Please note, however, that MAD School reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and MAD School.

Any dispute between you and MAD School may be resolved using this grievance procedure, with the exception of oral reprimands which are not recorded in your personnel file.

A grievance is a complaint by an employee concerning any matter related to the employee's employment with MAD School. All grievances must be in writing. Using the form provided by MAD School, you must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with act or omission that forms the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance.

#### ***Grievance Procedure***

##### **Preliminary Step**

You must first address your grievance with your immediate supervisor. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.

##### **Step 1**

You must first submit your grievance in writing to your immediate supervisor. Grievances must be submitted within [30] calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the [30] day period, you waive your right to assert it.

Your supervisor will respond in writing within 5 working days following receipt of your grievance. All grievances and replies in Step 1 must be in writing. If the grievance is not settled in Step 1, then you may proceed to Step 2.

##### **Step 2**

Within 5 working days following your receipt of the written answer to your Step 1 grievance from your supervisor, you may appeal the disposition of your grievance by your supervisor to the Human Resource Manager. The Human Resource Manager will then undertake an investigation of your grievance and the underlying facts. Within 5 Working days following receipt of your grievance, the Human Resource Manager will meet with you in person to discuss your grievance and provide a written response to your grievance within 5 working days following the date of your meeting.

##### **Step 3**

If you are not satisfied with the response of the Human Resource Manager at Step 2, you may submit your grievance to the CEO of the Company for review within 5 working days following receipt of the written response from Human Resource Manager. The CEO will review the grievance and provide a written response within 5 working days following receipt of the Step 3 grievance.

#### **Contact information:**

If you are unsure or needed clarifications/advice of issues pertaining to The Company's Code of Ethics Policy, you can reach out to the following office- in-charge:

**HR Manager:** Amanda Ang

email: [amanda@cma-academy.com](mailto:amanda@cma-academy.com)

Hp: 8233 2202

**CEO:** Michelle Lim

email: [michelle@cma-academy.com](mailto:michelle@cma-academy.com)

Hp: 9382 0313